



THE CITY OF ONTARIO INVITES APPLICATIONS FOR THE POSITION OF

PUBLIC SAFETY DISPATCHER

\$3,192 - \$3,919 PER MONTH

Sr. Public Safety Dispatcher: \$3,511– \$4,310 Per Month

PLUS EXCELLENT BENEFITS

Apply Immediately!

THE POSITION

The Ontario Police Department seeks motivated & experienced dispatchers to join the City's dispatching team! This position responds to emergency and non-emergency calls for service; identifies and dispatches Police and/or Fire units using telecommunications equipment; gathers and relays critical information to law enforcement officers; documents calls and responses; and complies with Police Department policies and procedures to assure the safety of officers and the public. Employees in this position are eligible to promote to Senior Public Safety Dispatcher after meeting all requirements to dispatch for Police and Fire.

The Public Safety Dispatcher:

- Receives, identifies, logs and prepares telephone requests for assistance.
- Provides information to callers.
- Refers call to other agencies as appropriate.
- Testifies credibly in court.
- Conducts twice daily test of all Fire emergency communication equipment when assigned to a fire position.
- Dispatches proper equipment on emergency calls.
- Performs data updates and maintains unit status via computer keyboard and use of two-way radio.
- Performs as backup complaint operator.
- Coordinates use of radio frequencies among ground units.
- Informs emergency command personnel of other agencies' pending responses.
- Assigns incident number to occurring events.
- Under the direction of a Communications Supervisor, trains new personnel as required.
- Performs routine communications via radio paging for administrative personnel.
- Follows guidelines for response procedures.

QUALIFICATION GUIDELINES

Education: Equivalent to a high school diploma or recognized equivalent.

Experience: One year of continuous experience in public safety emergency communication two-way operating requirements & techniques and complaint phone processing within the last 3 years. Ability to type at the rate of 35 wpm.

Certifications: Possession of a basic Post Dispatcher Certificate.

Special Requirements: Ability to work any shift in a 24-hour/day, 7-day/week operation on a rotational basis. Ability to work mandatory overtime. Ability and willingness to wear mandatory uniform and communication headset.

Desirable: Knowledge of CLETS terminal use for law enforcement purposes, computer video display terminal and keyboard, and of the geography and major road networks of the City and surrounding service area.

BACKGROUND PROCESS

*All appointments are subject to a satisfactory background investigation, which will include the passing of a polygraph test, and the successful completion of a post-offer psychological and medical exam (including drug screen), and a 12-month probationary period. **Candidates may be disqualified from further consideration during the background investigation for a variety of reasons including if they have: an excessive number of traffic citations and/or collisions; arrests and/or convictions; a history of illegal substance abuse (none within the last three years); poor credit history (factors include bankruptcy, foreclosures, liens, repossessions and recency); or thefts from a previous employer. For clarification of any of the above disqualifying reasons, please call Police Department Background Unit at (909) 395-2001.***

COMMUNITY PROFILE

Established in 1891 as a Model Colony, the City of Ontario was one of California's first planned communities. Today, the City is known as the "Gateway to Southern California" and is at the center of it all! Ontario has retained the charm and warmth of a small town while providing big city resources and services.

The City of Ontario utilizes the Council/Manager form of government, with the City Manager reporting directly to the City Council. The City enjoys the reputation of being progressive and providing solid leadership to its citizens. The City provides a full range of services to the community, including Police, Fire, Administrative Services, Community Services, Development, Economic Development, Housing, and Public Works. With approximately 1,000 full-time and 300 part-time employees, the City's staff supports a common goal of providing excellent customer service, in all facets, to the citizens.

COMPENSATION & BENEFITS

- ♦ **\$3,192 - \$3,919 Per Month**
- ♦ Medical Insurance – up to \$704 per month toward family coverage; 4 plan choices
- ♦ Dental Insurance – City contribution included in medical health allotment; 2 plan choices
- ♦ Vision Insurance – employee premium
- ♦ Short & Long-Term Disability Insurance
- ♦ Life Insurance – \$30,000
- ♦ Accidental Death & Dismemberment – \$30,000
- ♦ Deferred Compensation Program (457 Plan)
- ♦ Public Employees Retirement System (PERS)– 2% @ 55; 7% contribution amount paid by the City
- ♦ 6.2% to Social Security with equal match by the employee
- ♦ \$700 tuition reimbursement for job-related courses
- ♦ Flexible work schedule
- ♦ Shift Differential for applicable work shifts
- ♦ Additional 5% pay when assigned Training or Lead Duties
- ♦ Annual Uniform Allowance of \$400
- ♦ Bilingual Pay of \$75 per pay period for designated individuals assigned to perform bilingual translation
- ♦ Vacation Leave – 80 hours accrued in first year
- ♦ Sick Leave – 96 hours annually
- ♦ 13 Holidays
- ♦ Credit Union
- ♦ Employee Assistance Program

APPLICATION PROCESS

A City of Ontario employment application must be submitted. Application materials may be obtained at City Hall, 303 East B Street, Ontario, CA 91764, by calling (909) 395-2442, or by downloading from our website at www.ci.ontario.ca.us. Completed applications may be returned in person, by mail, or by fax at (909) 395-2072.

Note: Resumes alone will not be accepted in lieu of an official City application.

MODIFIED AGENCY SHOP

Each employee in this classification shall become a member and pay dues to the San Bernardino Public Employees Association (SBPEA) through payroll deduction as described in the Modified Agency Shop agreement.

GENERAL PROCESS

All applications received will be screened. Those candidates selected as best meeting the needs of the City will be invited to continue in the selection process.

- ♦ Candidates who successfully complete all phases of the selection process will be placed on an eligibility list. Current and future vacancies will be filled from this list. Lists typically last for 12 months but may be extended or abolished based upon the needs of the City.
- ♦ The City encourages application from qualified individuals with disabilities as defined by the Americans with Disabilities Act. Individuals who require a reasonable accommodation to participate in any phase of the selection process must make such a request during the application process. Applicants with disabilities that affect sensory, manual, or speaking skills may be provided with a test in a format that does not require the use of the impaired skill. Persons requesting reasonable accommodation will be required to provide documentation of such a need.
- ♦ The City supports a Drug-Free Workplace. The pre-employment physical includes a drug screen.
- ♦ Successful candidates shall be required to complete a verification form designated by the Department of Homeland Security United States Citizenship and Immigration Services that certified they are eligible for employment in the United States of America.
- ♦ All City employees are required to sign a loyalty oath in accordance with California Government Code Section 3100.
- ♦ The provisions of this bulletin do not constitute a contract expressed or implied and any provisions contained in this bulletin may be modified or revoked without notice.
- ♦ If applicable, official college transcripts will be required prior to receiving an offer of employment.
- ♦ The City of Ontario is an Equal Opportunity Employer.



City of Ontario
Human Resources Department
303 East B Street
Ontario, CA 91764
(909) 395-2442
www.ci.ontario.ca.us
EOE